

BUS 171: HUMAN RELATIONS IN THE WORKPLACE

Citrus College Course Outline of Record

Heading	Value
Effective Term:	Fall 2021
Credits:	3
Total Contact Hours:	54
Lecture Hours :	54
Lab Hours:	0
Hours Arranged:	0
Outside of Class Hours:	108
Transferable to CSU:	Yes
Transferable to UC:	No
Grading Method:	Standard Letter

Catalog Course Description

An overview of the basic behavioral science principles used to understand organizational behavior and interpersonal relations. Human relations skills are developed through a combination of theoretical knowledge and group exercises. Topics include self-knowledge, perception, self-image, self-management, communications, motivation, conflict resolution, leadership, diversity, ethical choices, and the effects they have on today's multicultural and highly diverse organizational and social groups. 54 lecture hours.

Course Objectives

- Examine the historical movement of human relations studies and theories and apply those to contemporary situations in organizational practices.
- Understand how basic psychological principles and increasing self-knowledge affects behavior to relationships with others in the social and organizational settings.
- Define and explain the sender-receiver communication model, and barriers and filters to effective communication.
- Analyze how paraphrasing, empathetic listening, feedback, and reflecting response affect interpersonal communications.
- Describe the communication style model and identify individual communication styles based on behavior.
- Describe the various techniques and styles for dealing with conflict. Discuss the appropriate style for diverse situation.
- Evaluate and analyze traditional and contemporary motivational theories affecting human behavior in diverse groups.
- Describe the importance of self-concept, self-efficacy, and self-fulfilling prophecy to individual and group performance and employ proven techniques for self-improvement.
- Explain the importance of values and ethics to the success of an organization.
- Describe the different leadership theories and practices that have evolved throughout history and the effects on individual and group behavior.
- Explain the impact of organizational change and culture in the global business environment.

- Examine benefits and challenges with workplace diversity and its impact on organizations.
- Evaluate how modern technology impacts human relationships with oneself, with others and with groups.

Major Course Content

1. Understanding Behavior, Human Relations, and Performance
 - a. Development of Human Relations Management
 - i. Behavioral themes throughout history
 - b. Major Themes in Human Relations
 - i. Communication
 - ii. Self-awareness
 - iii. Motivation
 - iv. Conflict resolution
 - v. Ethics
2. Personal Values and Self-Image
 - a. Sources of personal values
 - b. Values and perception
 - c. Sources and consequences of self-image
 - d. Editing our dysfunctional programming
3. Intimate Relations
 - a. Intimacy as productive connection
 - b. Relationship as the "Acid Test" of skill
4. Work and Career
 - a. The fit between who we are and what we do
 - b. Inner versus outer directed
5. Creative Self-Management
 - a. The importance of both discipline and awareness
 - b. Personality attributes of peak performers
 - c. Managing priorities (Time)
 - d. Managing stress
6. Attitudes, Self-concept, Values, and Ethics
 - a. Importance of attitudes in the workplace
 - b. Attitudes valued by employers
 - c. How values influence ethics
7. American Work Ethic
 - a. Role of work ethics in society
 - b. Impact of corporate social responsibility on
 - i. Employees
 - ii. Customers
 - iii. Community
 - iv. Government
8. Interpersonal Communication
 - a. Sender-Receiver model
 - b. Listening
 - c. Congruence
 - d. Barriers and gateways
9. Organizational Structure and Communication
 - a. Formal
 - b. Informal
 - c. Vertical
 - d. Horizontal
10. Dealing and Managing Conflict

- a. Conflict as a source of productive connection
 - b. Conflict response choices
 - c. Collaborative problem solving
11. The Challenge of Change
- a. Resistance to change
 - b. The role of habit
 - c. The challenge of perception
12. Motivating performance
- a. Complex nature of motivation
 - b. Influential motivational theories
 - c. Motivating generations
 - d. Self-motivation strategies
13. Networking and negotiation
- a. Developing a professional presence
 - b. Resolving conflict assertively
 - c. Negotiating effectively
14. Team dynamics and leadership
- a. Empowerment
 - b. Influence
 - c. Creative problem solving and decision making in teams
15. Applying human relation skills
- a. Responding to work-related stress
 - b. Building stronger relationships
16. Workforce Diversity
- a. Understanding diversity
 - b. Different forms of discrimination
 - c. Benefits of a diverse workforce
 - d. Changing role of men and women
 - i. How to cope with gender-bias
 - ii. Problems men and women face in organizations

Suggested Reading Other Than Required Textbook

Library research Harvard Business Review Peer reviewed articles

Examples of Required Writing Assignments

JOURNAL OUTLINE Students will be asked to keep a journal, documenting their daily human relations interaction and experiences. The journal will also allow students to document how they utilize the human relation skills they learned in class and reading materials when tackling daily problems both personal and professional. Students will be asked to submit their journals a minimum of three (3) times during the semester for review.

Examples of Outside Assignments

Review a Harvard Business Review case and prepare a written report.

Instruction Type(s)

Lecture, Online Education Lecture